

Maricopa County Customer Satisfaction Survey – 2011

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1. In general, how satisfied or dissatisfied are you with the neighborhood you live in - would you say you are very satisfied, satisfied, dissatisfied, or very dissatisfied?

VERY SATISFIED	47%
SATISFIED	47%
DISSATISFIED	4%
VERY DISSATISFIED	1%
DON'T KNOW/N.A.	0%

2. And how satisfied or dissatisfied are you with your city or town government? (Are you very satisfied, satisfied, dissatisfied, or very dissatisfied?)

VERY SATISFIED	15%
SATISFIED	63%
DISSATISFIED	11%
VERY DISSATISFIED	3%
DON'T KNOW/N.A.	8%

3. How satisfied are you with Maricopa County government?

VERY SATISFIED	9%
SATISFIED	61%
DISSATISFIED	15%
VERY DISSATISFIED	5%
DON'T KNOW/N.A.	11%

4. How satisfied are you with the Arizona State Government?

VERY SATISFIED	7%
SATISFIED	50%
DISSATISFIED	28%
VERY DISSATISFIED	9%
DON'T KNOW/N.A.	6%

5. What about the public education system in your area - how satisfied or dissatisfied are you with it?

VERY SATISFIED	12%
SATISFIED	33%
DISSATISFIED	19%
VERY DISSATISFIED	8%
DON'T KNOW/N.A.	28%

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11. How much would you say you know about the structure and organization of your county government? Would you say you know very much, much, some, or almost nothing?

VERY MUCH	6%
MUCH	14%
SOME	50%
ALMOST NOTHING	29%
DON'T KNOW/N.A.	2%

12. In general, how confident do you feel about the job that your county government is doing? Are you very confident, confident, not very confident, or not confident at all in the county government?

VERY CONFIDENT	5%
CONFIDENT	53%
NOT VERY CONFIDENT	29%
NOT AT ALL CONFIDENT	5%
DON'T KNOW/N.A.	7%

13. How satisfied are you that Maricopa County uses your tax dollars to provide services in a cost-effective manner?

VERY SATISFIED	4%
SATISFIED	47%
DISSATISFIED	28%
VERY DISSATISFIED	9%
DON'T KNOW/N.A.	12%

14. How much trust do you have in the county government? Would you say a great deal, some, not much, or none at all?

A GREAT DEAL	8%
SOME	55%
NOT MUCH	24%
NONE AT ALL	9%
DON'T KNOW/N.A.	4%

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15. In general, how would you rate the job that Maricopa County is doing? Would you say it is excellent, good, fair, poor or very poor?

EXCELLENT	4%
GOOD	41%
FAIR	35%
POOR	10%
VERY POOR	4%
DON'T KNOW/N.A.	6%

16. How would you rate the effectiveness of Maricopa County in telling the public about the services it provides?

EXCELLENT	5%
GOOD	31%
FAIR	30%
POOR	20%
VERY POOR	6%
DON'T KNOW/N.A.	7%

17. What about the responsiveness of county government, would you say it is excellent, good, fair, poor or very poor?

EXCELLENT	4%
GOOD	34%
FAIR	30%
POOR	12%
VERY POOR	4%
DON'T KNOW/N.A.	16%

18. Do you think the county should take a bigger role, remain about the same, or take a smaller role in regional issues? (Issues that affect all or most of the cities and towns in the county?)

BIGGER ROLE	37%
REMAIN ABOUT THE SAME	34%
SMALLER ROLE	18%
DON'T KNOW/N.A.	11%

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21. For the next few questions we need you to think about your own personal safety. How safe or unsafe do you feel in your own neighborhood **during the day**; do you feel very safe, safe, unsafe or very unsafe?

VERY SAFE	54%
SAFE	38%
NEUTRAL	5%
UNSAFE	3%
VERY UNSAFE	1%
DON'T KNOW/N.A.	0%

22. And how safe or unsafe do you feel in your neighborhood **after dark**?

VERY SAFE	38%
SAFE	45%
NEUTRAL	6%
UNSAFE	9%
VERY UNSAFE	2%
DON'T KNOW/N.A.	0%

23. Do you feel children, including teenagers, are very safe, safe, unsafe or very unsafe living in your neighborhood?

VERY SAFE	22%
SAFE	45%
NEUTRAL	8%
UNSAFE	8%
VERY UNSAFE	2%
DON'T KNOW/N.A.	13%

24. And overall how safe or unsafe do you feel living in Maricopa County?
(Do you feel very safe, safe, unsafe or very unsafe?)

VERY SAFE	20%
SAFE	61%
NEUTRAL	9%
UNSAFE	7%
VERY UNSAFE	2%
DON'T KNOW/N.A.	1%

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25. Would you say you feel much safer, safer, about the same, less safe, or much less safe living in Maricopa County **now** than you did a year ago?

MUCH SAFER	2%
SAFER	9%
ABOUT THE SAME	72%
LESS SAFE	14%
MUCH LESS SAFE	1%
DON'T KNOW/N.A.	2%

26. And would you say the amount of **violent** crime in Maricopa County has increased a lot, increased a little, stayed about the same, decreased a little, or decreased a lot in the last year?

INCREASED A LOT	16%
INCREASED A LITTLE	23%
REMAINED ABOUT SAME	39%
DECREASED A LITTLE	10%
DECREASED A LOT	1%
DON'T KNOW/N.A.	11%

27. And what about the amount of **property** crime in Maricopa County? (Have property crimes increased a lot, increased a little, stayed about the same, decreased a little, or decreased a lot in the last year?)

INCREASED A LOT	18%
INCREASED A LITTLE	25%
REMAINED ABOUT SAME	35%
DECREASED A LITTLE	6%
DECREASED A LOT	1%
DON'T KNOW/N.A.	15%

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31. Do you have access to the Internet from your home?

NO	20%
YES	80%

32. Have you ever accessed the Internet from somewhere else such as work, school, a friend's home, a public library, a government office, or a retail business? (ASKED OF THE 20% OF RESPONDENTS WHO HAD NO INTERNET ACCESS FROM HOME)

NO	66%
YES	34%

33. How often do you use the Internet to find out about something you are interested in? Would you say: almost every day, once or twice a week, once or twice a month, less than once a month, or almost never? (ASKED OF THE 87% OF RESPONDENTS WHO HAD INTERNET ACCESS)

ALMOST DAILY	74%
1 or 2 TIMES A WEEK	16%
1 or 2 TIMES A MONTH	4%
LESS THAN MONTHLY	1%
ALMOST NEVER	4%
DON'T KNOW/N.A.	1%

34. And how often do you use the Internet to conduct personal business such as buying or selling, banking, looking for or applying for a job, or other similar transactions? (ASKED OF THE 87% OF RESPONDENTS WHO HAD INTERNET ACCESS)

ALMOST DAILY	60%
1 or 2 TIMES A WEEK	20%
1 or 2 TIMES A MONTH	6%
LESS THAN MONTHLY	1%
ALMOST NEVER	11%
DON'T KNOW/N.A.	2%

35. Have you accessed Maricopa County government's web site, www.maricopa.gov in the last year? (ASKED OF THE 87% OF RESPONDENTS WHO HAD INTERNET ACCESS)

NO	42%
ONCE	11%
2 or 3 TIMES	19%
4 or 5 TIMES	8%
MORE THAN 5 TIMES	19%
DON'T KNOW/N.A.	1%

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41. One of the things Maricopa County government does to find out how citizens feel about issues is to have public hearings or forums. Have you ever attended a county sponsored hearing or forum? (How many?)

NO	90%
ONCE	4%
2 or 3 TIMES	3%
4 or 5 TIMES	0%
MORE THAN 5 TIMES	2%

42. What (was the issue / were the issues) discussed at the hearing(s) or forum(s) you attended?
(ASKED OF THE 10% OF RESPONDENTS WHO HAD ATTENDED PUBLIC FORUMS)

TAXES/BUDGET	11%
TRANSPORTATION	12%
FLOOD CONTROL	4%
PLANNING/ZONING	39%
STADIUM	2%
PARKS/RECREATION	2%
JAIL CONSTRUCTION	1%
CRIME;PREVENTION	7%
MULTIPLE MENTIONS	10%
DON'T KNOW/N.A.	11%

43. Overall, how would you rate the meeting(s) you attended? Would you say excellent, good, fair, poor or very poor?
(ASKED OF THE 10% OF RESPONDENTS WHO HAD ATTENDED PUBLIC FORUMS)

EXCELLENT	17%
GOOD	42%
FAIR	24%
POOR	6%
VERY POOR	3%
DON'T KNOW/N.A.	7%

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- 101.** Now I have a few questions about services provided by Maricopa County. First, how satisfied or dissatisfied are you with what Maricopa County Government is doing in the area of **Planning & Development** for the unincorporated areas in the county?

55% OF RESPONDENTS EVALUATED PLANNING & DEVELOPMENT

VERY SATISFIED	5%
SATISFIED	72%
DISSATISFIED	18%
VERY DISSATISFIED	4%

- 101a. In the last year have you visited, called, emailed, or visited the website of the Maricopa County Planning and Development Department, the office that issues building permits and conducts building inspections for the unincorporated areas of the county?

NO	96%
YES	4%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

- 101b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	27%
WEB ONLY	20%
EMAIL/MAIL ONLY	12%
PHONE ONLY	12%
PHONE, VISIT	10%
PHONE, WEB	7%
PHONE, WEB, VISIT	2%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, WEB, VISIT	7%

- 101c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	24%
SATISFIED	49%
DISSATISFIED	12%
VERY DISSATISFIED	15%

- 101d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	29%
SATISFIED	34%
DISSATISFIED	10%
VERY DISSATISFIED	10%
NO STAFF CONTACT	15%
DON'T KNOW/N.A.	2%

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- 102.** How satisfied or dissatisfied are you that the **streets and roads** that are in Maricopa County but outside city and town boundaries are adequate and properly maintained by the county?

91% OF RESPONDENTS EVALUATED THE DEPARTMENT OF TRANSPORTATION

VERY SATISFIED	12%
SATISFIED	69%
DISSATISFIED	16%
VERY DISSATISFIED	3%

- 102a. Have you been in contact with the Maricopa County Department of Transportation, the department responsible for streets and roads in unincorporated areas? (**NOT** for driver's licenses or vehicle registration.)

NO	96%
YES	4%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

- 102b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	9%
WEB ONLY	12%
EMAIL/MAIL ONLY	12%
PHONE ONLY	58%
PHONE, WEB	2%
PHONE, WEB, VISIT	2%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, VISIT	2%

- 102c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	26%
SATISFIED	40%
DISSATISFIED	14%
VERY DISSATISFIED	14%
DON'T KNOW/N.A.	7%

- 102d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	23%
SATISFIED	51%
DISSATISFIED	5%
VERY DISSATISFIED	5%
NO STAFF CONTACT	12%
DON'T KNOW/N.A.	5%

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103. How satisfied or dissatisfied are you that the county has taken adequate steps to ensure safety and reduce property damage during **major flooding**?

61% OF RESPONDENTS EVALUATED FLOOD CONTROL DISTRICT

VERY SATISFIED	12%
SATISFIED	78%
DISSATISFIED	8%
VERY DISSATISFIED	2%

- 103a. Have you called, visited the office, emailed, or visited the website of the Maricopa County Flood Control District in the last year?

NO	98%
YES	2%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

- 103b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	26%
WEB ONLY	26%
WEB, VISIT	5%
EMAIL/MAIL ONLY	16%
EMAIL/MAIL, VISIT	5%
PHONE ONLY	11%
PHONE, VISIT	5%
PHONE, WEB	5%

- 103c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	47%
SATISFIED	37%
DISSATISFIED	11%
VERY DISSATISFIED	5%

- 103d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	32%
SATISFIED	37%
DISSATISFIED	5%
VERY DISSATISFIED	5%
NO STAFF CONTACT	16%
DON'T KNOW/N.A.	5%

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104. How satisfied or dissatisfied are you with the Maricopa County **Library System**?

63% OF RESPONDENTS EVALUATED THE LIBRARY DISTRICT

VERY SATISFIED	37%
SATISFIED	58%
DISSATISFIED	4%
VERY DISSATISFIED	1%

104a. Have you visited, or been in contact with, a Maricopa County Library in the last year?

NO	57%
YES	43%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

104b. How did you contact them, by phone, by email, by visiting their web site, or by visiting a library?

VISIT ONLY	92%
WEB ONLY	1%
WEB, VISIT	3%
EMAIL/MAIL ONLY	2%
EMAIL/MAIL, WEB, VISIT	1%
PHONE ONLY	1%
PHONE, WEB, VISIT	0%
PHONE, EMAIL/MAIL, WEB, VISIT	1%

104c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	53%
SATISFIED	43%
DISSATISFIED	4%
VERY DISSATISFIED	1%

104d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	58%
SATISFIED	37%
DISSATISFIED	2%
VERY DISSATISFIED	1%
NO STAFF CONTACT	1%
DON'T KNOW/N.A.	0%

104e. How much do you agree or disagree that county library services are conveniently located and open to the public at times they will most likely be used?

STRONGLY AGREE	17%
AGREE	40%
DISAGREE	5%
STRONGLY DISAGREE	2%
DON'T KNOW/N.A.	36%

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105. How satisfied or dissatisfied are you with the Maricopa County **Parks and Recreation** Department?

73% OF RESPONDENTS EVALUATED PARKS & RECREATION

VERY SATISFIED	25%
SATISFIED	69%
DISSATISFIED	6%
VERY DISSATISFIED	0%

105a. In the last year, have you gone to a Maricopa County Park or Recreation Area or contacted them, electronically or by phone?

NO	52%
YES	48%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

105b. How did you contact them, by phone, by email, by visiting their web site, or by visiting a park (or office)?
(ASKED OF THE XX% OF RESPONDENTS WHO HAD CONTACT WITH DEPT)

VISIT ONLY	98%
WEB ONLY	1%
EMAIL/MAIL ONLY	1%
PHONE ONLY	1%
PHONE, EMAIL/MAIL	0%

105c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	37%
SATISFIED	54%
DISSATISFIED	6%
VERY DISSATISFIED	1%
DON'T KNOW/N.A.	2%

105d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	31%
SATISFIED	38%
DISSATISFIED	2%
NO STAFF CONTACT	23%
DON'T KNOW/N.A.	6%

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105e. How satisfied are you with the amount of park and recreation land and open space located in Maricopa County?

VERY SATISFIED	12%
SATISFIED	56%
DISSATISFIED	6%
VERY DISSATISFIED	1%
DON'T KNOW/N.A.	25%

105f. And how satisfied are you with your access to park and recreation land and open space in Maricopa County?

VERY SATISFIED	13%
SATISFIED	56%
DISSATISFIED	5%
VERY DISSATISFIED	1%
DON'T KNOW/N.A.	25%

105g. And how much do you agree or disagree that the county should be involved in the maintenance and/or preservation of “open space” or undeveloped areas within its boundaries?

STRONGLY AGREE	22%
AGREE	53%
DISAGREE	6%
STRONGLY DISAGREE	1%
DON'T KNOW/N.A.	18%

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106. How satisfied or dissatisfied are you with the Maricopa County **Stadium District**, the county office responsible for the public interest in the Cactus League and Chase Field?

64% OF RESPONDENTS EVALUATED THE STADIUM DISTRICT

VERY SATISFIED	22%
SATISFIED	70%
DISSATISFIED	6%
VERY DISSATISFIED	1%

- 106a. Have you attended any baseball games or other events at Chase Field (Formerly B.O.B.) in the last year?

NO	60%
YES	40%
DON'T KNOW/N.A.	0%

ONLY RESPONDENTS WHO HAD ATTENDED EVENTS WERE ASKED THE FOLLOWING

- 106b. How satisfied or dissatisfied were you with your experience(s) at the ballpark?

VERY SATISFIED	56%
SATISFIED	41%
DISSATISFIED	2%
VERY DISSATISFIED	0%
DON'T KNOW/N.A.	0%

- 106c.** Did you attend any Cactus League baseball games this year?

NO	80%
YES	20%

ONLY RESPONDENTS WHO HAD ATTENDED EVENTS WERE ASKED THE FOLLOWING

- 106d. How satisfied or dissatisfied were you with your experience(s) at the ballpark?

VERY SATISFIED	59%
SATISFIED	38%
DISSATISFIED	2%
DON'T KNOW/N.A.	1%

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107. How satisfied or dissatisfied are you with the attention given to **air quality** by the county?

89% OF RESPONDENTS EVALUATED AIR QUALITY

VERY SATISFIED	8%
SATISFIED	59%
DISSATISFIED	26%
VERY DISSATISFIED	7%

107a. In the last year have you called, visited or visited the website of the Maricopa County Department of Air Quality which monitors air pollution in the county?

NO	95%
YES	5%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

107b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	10%
WEB ONLY	48%
EMAIL/MAIL ONLY	6%
EMAIL/MAIL, WEB	2%
PHONE ONLY	23%
PHONE, WEB	4%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, WEB	2%
PHONE, EMAIL/MAIL, WEB, VISIT	2%

107c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	21%
SATISFIED	58%
DISSATISFIED	8%
VERY DISSATISFIED	10%
DON'T KNOW/N.A.	2%

107d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	19%
SATISFIED	27%
DISSATISFIED	4%
VERY DISSATISFIED	4%
NO STAFF CONTACT	21%
DON'T KNOW/N.A.	25%

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107e. How concerned are you about the air quality here in the valley? (Would you say you are very concerned, somewhat concerned, somewhat unconcerned, or not concerned at all?)

VERY CONCERNED	44%
SOMEWHAT CONCERNED	36%
SOMEWHAT UNCONCERNED	8%
NOT CONCERNED	11%
DON'T KNOW/N.A.	1%

107f. How much do you agree or disagree that the public is adequately informed about pollution issues in the county?

STRONGLY AGREE	12%
AGREE	57%
DISAGREE	20%
STRONGLY DISAGREE	5%
DON'T KNOW/N.A.	5%

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108. How satisfied or dissatisfied are you with the attention given by the county to **environmental concerns**, such as food safety, water pollution, waste disposal, and vector control?

87% OF RESPONDENTS EVALUATED ENVIRONMENTAL SERVICES

VERY SATISFIED	13%
SATISFIED	68%
DISSATISFIED	16%
VERY DISSATISFIED	2%

- 108a. In the last year, have you been in contact with Maricopa County Environmental Services in any way such as calling or visiting their web site? This is the department that is responsible for monitoring water pollution, issuing food handler permits, inspecting restaurants and investigating insect (primarily mosquito) and rodent complaints?

NO	96%
YES	4%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

- 108b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	16%
WEB ONLY	21%
EMAIL/MAIL ONLY	7%
EMAIL/MAIL, WEB	2%
PHONE ONLY	40%
PHONE, VISIT	2%
PHONE, WEB, VISIT	2%
PHONE, EMAIL/MAIL	5%
PHONE, EMAIL/MAIL, WEB	2%
PHONE, EMAIL/MAIL, WEB, VISIT	2%

- 108c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	16%
SATISFIED	56%
DISSATISFIED	12%
VERY DISSATISFIED	16%

- 108d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	37%
SATISFIED	23%
DISSATISFIED	9%
NO STAFF CONTACT	16%
DON'T KNOW/N.A.	14%

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108e. How much do you agree or disagree that restaurants and food stores located in Maricopa County are adequately monitored for food safety (Would you say you strongly agree, agree, disagree or strongly disagree?)

STRONGLY AGREE	15%
AGREE	57%
DISAGREE	14%
STRONGLY DISAGREE	3%
DON'T KNOW/N.A.	11%

108f. How much do you agree or disagree that the county is doing a good job monitoring water quality?

STRONGLY AGREE	10%
AGREE	57%
DISAGREE	11%
STRONGLY DISAGREE	3%
DON'T KNOW/N.A.	19%

108g. How much do you agree or disagree that the county is successfully controlling mosquitoes?

STRONGLY AGREE	12%
AGREE	59%
DISAGREE	10%
STRONGLY DISAGREE	2%
DON'T KNOW/N.A.	17%

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109. How satisfied or dissatisfied are you with the **human services** provided by the county such as Head Start and Employment Services?

57% OF RESPONDENTS EVALUATED HUMAN SERVICES

VERY SATISFIED	10%
SATISFIED	61%
DISSATISFIED	18%
VERY DISSATISFIED	11%

- 109a. Have you been in contact with a county Human Services office such as Head Start or Work Force Development?

NO	91%
YES	9%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

- 109b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	57%
WEB ONLY	6%
WEB, VISIT	3%
EMAIL/MAIL ONLY	4%
EMAIL/MAIL, WEB	1%
PHONE ONLY	17%
PHONE, VISIT	4%
PHONE, WEB	1%
PHONE, WEB, VISIT	2%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, WEB, VISIT	2%

- 109c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	17%
SATISFIED	54%
DISSATISFIED	18%
VERY DISSATISFIED	10%
DON'T KNOW/N.A.	1%

- 109d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	29%
SATISFIED	46%
DISSATISFIED	12%
VERY DISSATISFIED	8%
NO STAFF CONTACT	2%
DON'T KNOW/N.A.	2%

Maricopa County Customer Satisfaction Survey – 2011

109e. How familiar are you with the downtown Phoenix Human Services Campus for the homeless? Would you say very familiar, somewhat familiar, somewhat unfamiliar, or not familiar at all?

VERY FAMILIAR	2%
SOMEWHAT FAMILIAR	11%
SOMEWHAT UNFAMILIAR	3%
NOT FAMILIAR AT ALL	83%
DON'T KNOW/N.A.	2%

109f. Have you or anyone you know used any services provided by the Human Services Campus?

NO	78%
YES	17%
DON'T KNOW/N.A.	5%

Maricopa County Customer Satisfaction Survey – 2011

- 110.** How satisfied or dissatisfied are you with the **Public Health Services** provided by the county, such as disease control, immunizations, and nutrition services?

66% OF RESPONDENTS EVALUATED THE PUBLIC HEALTH DEPARTMENT

VERY SATISFIED	12%
SATISFIED	76%
DISSATISFIED	9%
VERY DISSATISFIED	3%

- 110a.** Have you called or visited a public health facility for immunizations, birth or death certificates, or disease control OR have you applied for or received nutrition services from a WIC site OR have you visited the Public Health web site to get information?

NO	89%
YES	11%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

- 110b.** How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	60%
WEB ONLY	10%
WEB, VISIT	2%
EMAIL/MAIL ONLY	4%
EMAIL/MAIL, WEB	1%
PHONE ONLY	11%
PHONE, VISIT	5%
PHONE, WEB	1%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL	3%
PHONE, EMAIL/MAIL, WEB, VISIT	1%

- 110c.** How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	37%
SATISFIED	53%
DISSATISFIED	4%
VERY DISSATISFIED	3%
DON'T KNOW/N.A.	2%

- 110d.** How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	42%
SATISFIED	37%
DISSATISFIED	7%
VERY DISSATISFIED	2%
NO STAFF CONTACT	4%
DON'T KNOW/N.A.	9%

Maricopa County Customer Satisfaction Survey – 2011

110e. How much do you agree or disagree that Public Health should play a role in developing school and community policies that help reduce obesity?

STRONGLY AGREE	32%
AGREE	42%
DISAGREE	15%
STRONGLY DISAGREE	4%
DON'T KNOW/N.A.	6%

110f. How much do you agree or disagree that childhood immunizations for the flu are important given that they help prevent hospitalizations and deaths of the elderly?

STRONGLY AGREE	39%
AGREE	44%
DISAGREE	9%
STRONGLY DISAGREE	2%
DON'T KNOW/N.A.	6%

110g. And how much do you agree or disagree that public health prevention programs should be funded if the savings are greater than the costs?

STRONGLY AGREE	32%
AGREE	51%
DISAGREE	8%
STRONGLY DISAGREE	1%
DON'T KNOW/N.A.	8%

Maricopa County Customer Satisfaction Survey – 2011

111. How satisfied or dissatisfied are you with the animal control and shelter services provided by Maricopa County including spay and neuter services, pet licensing and pet adoptions?

75% OF RESPONDENTS EVALUATED ANIMAL CARE & CONTROL

VERY SATISFIED	23%
SATISFIED	65%
DISSATISFIED	9%
VERY DISSATISFIED	4%

- 111a. Have you called or visited a county Animal Control facility, had contact with an animal care & control staff member or visited their web site in the last year?

NO	76%
YES	24%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

- 111b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office, by visiting a mobile service trailer or by having contact with a field officer?

FIELD OFFICER	3%
MOBILE TRAILER VISIT	1%
OFFICE VISIT	50%
OFFICE, FIELD OFFICER	1%
WEB	3%
WEB, OFFICE	2%
EMAIL/MAIL	9%
EMAIL, OFFICE	1%
EMAIL/MAIL, WEB	1%
PHONE ONLY	21%
PHONE, FIELD OFFICER	1%
PHONE, MOBILE TRAILER	0%
PHONE, OFFICE VISIT	1%
PHONE, OFFICE, FIELD OFFICER	0%
PHONE, WEB	1%
PHONE, WEB, FIELD OFFICER	0%
PHONE, WEB, OFFICE	0%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL, VISIT	0%
PHONE, EMAIL/MAIL, WEB, OFFICE, FIELD OFFICER	0%
PHONE, EMAIL/MAIL, WEB, OFFICE, MOBILE, FIELD OFFICER	1%

- 111c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	40%
SATISFIED	41%
DISSATISFIED	11%
VERY DISSATISFIED	7%
DON'T KNOW/N.A.	1%

- 111d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	42%
SATISFIED	39%
DISSATISFIED	6%
VERY DISSATISFIED	4%
NO STAFF CONTACT	7%
DON'T KNOW/N.A.	2%

Maricopa County Customer Satisfaction Survey – 2011

111e. How many dogs do you (or other members of your household) own?

NONE	56%
ONE	24%
TWO	14%
THREE	5%
FOUR	1%
FIVE	0%
SIX	0%
DON'T KNOW/N.A.	0%

ONLY RESPONDENTS WHO OWNED DOGS WERE ASKED THE FOLLOWING QUESTIONS

111f. (Has it /How many of them have) been spayed or neutered?

NONE	12%
ONE	48%
TWO	29%
THREE	7%
FOUR	2%
FIVE	1%
DON'T KNOW/N.A.	0%

111g. (Is it /How many of them are) licensed?

NONE	10%
ONE	48%
TWO	28%
THREE	9%
FOUR	2%
FIVE	1%
DON'T KNOW/N.A.	3%

Maricopa County Customer Satisfaction Survey – 2011

111h. How many cats do you (or other members of your household) own?

NONE	82%
ONE	9%
TWO	5%
THREE	1%
FOUR	1%
FIVE	1%
SIX	0%
SEVEN or MORE	0%
DON'T KNOW/N.A.	0%

ONLY RESPONDENTS WHO OWNED CATS WERE ASKED THE FOLLOWING QUESTION

111i. (Has it /How many of them have) been spayed or neutered?

NONE	6%
ONE	51%
TWO	24%
THREE	8%
FOUR	4%
FIVE	4%
SIX	1%
SEVEN or MORE	2%
DON'T KNOW/N.A.	1%

111j. Do you (or any members of your household) feed, or in some way look after, any cats in your neighborhood which you do not own? (How Many)?

NONE	95%
ONE	2%
TWO	1%
THREE	1%
FOUR	0%
FIVE	0%
SIX	0%
SEVEN or MORE	0%
DON'T KNOW/N.A.	0%

ONLY RESPONDENTS WHO CARED FOR FERAL CATS WERE ASKED THE FOLLOWING QUESTION

111k. As far as you know, (has it been / how many of them have been) spayed or neutered?

NONE	41%
ONE	17%
TWO	11%
THREE	4%
FOUR	2%
FIVE	2%
SIX	2%
SEVEN or MORE	4%
DON'T KNOW/N.A.	19%

Maricopa County Customer Satisfaction Survey – 2011

- 112.** How satisfied or dissatisfied are you that the county has taken adequate steps to ensure **public safety** during a major disaster or terrorist attack?

62% OF RESPONDENTS EVALUATED EMERGENCY MANAGEMENT

VERY SATISFIED	16%
SATISFIED	71%
DISSATISFIED	10%
VERY DISSATISFIED	3%

- 112a.** Have you called or visited the Maricopa County Emergency Management Department in the last year?

NO	99%
YES	1%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

- 112b.** How did you contact them, by phone, by email, by visiting their web site, or by visiting the office?

VISIT ONLY	23%
WEB ONLY	23%
EMAIL/MAIL ONLY	8%
EMAIL/MAIL, WEB	8%
PHONE ONLY	38%

- 112c.** How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	46%
SATISFIED	31%
DISSATISFIED	15%
VERY DISSATISFIED	8%

- 112d.** How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	46%
SATISFIED	23%
VERY DISSATISFIED	8%
NO STAFF CONTACT	8%
DON'T KNOW/N.A.	15%

Maricopa County Customer Satisfaction Survey – 2011

112e. How much do you agree or disagree that you have a family preparedness plan to assure your safety in the event of a local or regional emergency? (Would you say you strongly agree, agree, disagree or strongly disagree?)

STRONGLY AGREE	14%
AGREE	48%
DISAGREE	26%
STRONGLY DISAGREE	8%
DON'T KNOW/N.A.	4%

112f. I need to know how **prepared** you feel you and your family are for each of the following emergencies? First, how prepared would you say your family is to **stay in your residence** for up to three days, that is 72 hours, **without running water or electricity**? (Would you say you are very prepared, somewhat prepared, somewhat unprepared, or not prepared at all?)

VERY PREPARED	22%
SOMEWHAT PREPARED	48%
SOMEWHAT UNPREPARED	10%
NOT AT ALL PREPARED	20%
DON'T KNOW/N.A.	1%

112g. And would you say you are very prepared, somewhat prepared, somewhat unprepared or not at all prepared for a natural disaster such as an earthquake, wildfire, or flood? Would you say you are:

VERY PREPARED	10%
SOMEWHAT PREPARED	40%
SOMEWHAT UNPREPARED	14%
NOT AT ALL PREPARED	33%
DON'T KNOW/N.A.	3%

112h. How prepared are you for a biohazard incident such as a chemical spill?

VERY PREPARED	3%
SOMEWHAT PREPARED	16%
SOMEWHAT UNPREPARED	14%
NOT AT ALL PREPARED	63%
DON'T KNOW/N.A.	4%

112i. How prepared are you for a terrorist attack?

VERY PREPARED	5%
SOMEWHAT PREPARED	21%
SOMEWHAT UNPREPARED	11%
NOT AT ALL PREPARED	58%
DON'T KNOW/N.A.	5%

112j. What about an infectious disease outbreak or pandemic such as smallpox, SARS, or the flu?

VERY PREPARED	16%
SOMEWHAT PREPARED	33%
SOMEWHAT UNPREPARED	9%
NOT AT ALL PREPARED	38%
DON'T KNOW/N.A.	4%

Maricopa County Customer Satisfaction Survey – 2011

113. And how satisfied or dissatisfied are you with the **Justice of the Peace Courts** in Maricopa County?

50% OF RESPONDENTS EVALUATED JUSTICE OF THE PEACE COURTS

VERY SATISFIED	11%
SATISFIED	75%
DISSATISFIED	11%
VERY DISSATISFIED	3%

113a. Have you called or visited a Justice of the Peace Court in the last year?

NO	93%
YES	7%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

113b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	79%
WEB, VISIT	1%
EMAIL/MAIL ONLY	1%
PHONE ONLY	13%
PHONE, VISIT	1%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, VISIT	1%
PHONE, EMAIL/MAIL, WEB, VISIT	1%

113c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	36%
SATISFIED	40%
DISSATISFIED	13%
VERY DISSATISFIED	11%

113d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	39%
SATISFIED	49%
VERY DISSATISFIED	10%
DON'T KNOW/N.A.	3%

Maricopa County Customer Satisfaction Survey – 2011

114. How satisfied or dissatisfied are you with the Maricopa County **Superior Courts**?

61% OF RESPONDENTS EVALUATED SUPERIOR COURTS

VERY SATISFIED	11%
SATISFIED	74%
DISSATISFIED	12%
VERY DISSATISFIED	3%

114a. Have you been in contact with the Maricopa County Superior Courts in any way in the last year?

NO	86%
YES	14%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

114b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	65%
WEB ONLY	6%
WEB, VISIT	3%
EMAIL/MAIL ONLY	3%
EMAIL/MAIL, VISIT	3%
EMAIL/MAIL, WEB, VISIT	1%
PHONE ONLY	5%
PHONE, VISIT	3%
PHONE, WEB	1%
PHONE, EMAIL/MAIL	3%
PHONE, EMAIL/MAIL, VISIT	4%
PHONE, EMAIL/MAIL, WEB, VISIT	3%

114c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	33%
SATISFIED	48%
DISSATISFIED	13%
VERY DISSATISFIED	5%
DON'T KNOW/N.A.	1%

114d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	39%
SATISFIED	39%
DISSATISFIED	8%
VERY DISSATISFIED	4%
NO STAFF CONTACT	8%
DON'T KNOW/N.A.	2%

Maricopa County Customer Satisfaction Survey – 2011

- 115.** How satisfied or dissatisfied are you with the services provided by the **Clerk of the Superior Court**, such as providing copies of court records and issuing marriage licenses and passports?

57% OF RESPONDENTS EVALUATED THE CLERK OF SUPERIOR COURT

VERY SATISFIED	17%
SATISFIED	76%
DISSATISFIED	5%
VERY DISSATISFIED	2%

- 115a. Have you called or visited the Office of Clerk of the Superior Court or their web site for court records, information on child support, to obtain a marriage license or to apply for a passport?

NO	83%
YES	17%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

- 115b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	59%
WEB ONLY	10%
WEB, VISIT	2%
EMAIL/MAIL ONLY	5%
EMAIL/MAIL, VISIT	1%
EMAIL/MAIL, WEB	1%
PHONE ONLY	9%
PHONE, VISIT	6%
PHONE, WEB	1%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, VISIT	1%
PHONE, EMAIL/MAIL, WEB, VISIT	5%

- 115c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	42%
SATISFIED	50%
DISSATISFIED	4%
VERY DISSATISFIED	3%
DON'T KNOW/N.A.	1%

- 115d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	41%
SATISFIED	43%
DISSATISFIED	4%
VERY DISSATISFIED	2%
NO STAFF CONTACT	5%
DON'T KNOW/N.A.	5%

Maricopa County Customer Satisfaction Survey – 2011

116. How satisfied or dissatisfied are you with the Maricopa County **Juvenile Detention** system?

36% OF RESPONDENTS EVALUATED THE JUVENILE DETENTION DEPARTMENT

VERY SATISFIED	8%
SATISFIED	68%
DISSATISFIED	18%
VERY DISSATISFIED	5%

116a. Have you called or visited a Maricopa County Juvenile Detention facility or been in contact with Maricopa County Juvenile Probation and Detention?

NO	97%
YES	3%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

116b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	62%
PHONE ONLY	14%
PHONE, VISIT	14%
PHONE, WEB	3%
PHONE, EMAIL/MAIL, WEB, VISIT	7%

116c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	24%
SATISFIED	34%
DISSATISFIED	34%
VERY DISSATISFIED	7%

116d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	31%
SATISFIED	41%
DISSATISFIED	21%
VERY DISSATISFIED	7%

Maricopa County Customer Satisfaction Survey – 2011

117. How satisfied are you with Maricopa County's branch of law enforcement and jails, the **Sheriff's Office (MCSO)**?

87% OF RESPONDENTS EVALUATED MARICOPA COUNTY SHERIFF'S OFFICE

VERY SATISFIED	25%
SATISFIED	44%
DISSATISFIED	16%
VERY DISSATISFIED	15%

117a. Have you had any contact with the Maricopa County Sheriff's Office or a county jail in the last year?

NO	91%
YES	9%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

117b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	53%
EMAIL/MAIL ONLY	2%
EMAIL/MAIL, WEB, VISIT	1%
PHONE ONLY	25%
PHONE, VISIT	6%
PHONE, WEB	1%
PHONE, WEB, VISIT	2%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, VISIT	1%
PHONE, EMAIL/MAIL, WEB, VISIT	6%
DON'T KNOW/N.A.	1%

117c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	40%
SATISFIED	32%
DISSATISFIED	16%
VERY DISSATISFIED	11%
DON'T KNOW/N.A.	1%

117d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	43%
SATISFIED	30%
DISSATISFIED	13%
VERY DISSATISFIED	10%
NO STAFF CONTACT	3%
DON'T KNOW/N.A.	1%

Maricopa County Customer Satisfaction Survey – 2011

118. How satisfied or dissatisfied are you with the manner in which the **County Attorney's Office** prosecutes criminals?

69% OF RESPONDENTS EVALUATED THE COUNTY ATTORNEY'S OFFICE

VERY SATISFIED	9%
SATISFIED	66%
DISSATISFIED	18%
VERY DISSATISFIED	8%

118a. Have you been in contact with the Office of the Maricopa County Attorney in the last year?

NO	97%
YES	3%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

118b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	51%
WEB ONLY	6%
EMAIL/MAIL, VISIT	3%
PHONE ONLY	14%
PHONE, VISIT	11%
PHONE, EMAIL/MAIL, WEB	3%
PHONE, EMAIL/MAIL, WEB, VISIT	11%

118c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	34%
SATISFIED	29%
DISSATISFIED	20%
VERY DISSATISFIED	11%
DON'T KNOW/N.A.	6%

118d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	40%
SATISFIED	29%
DISSATISFIED	20%
VERY DISSATISFIED	6%
NO STAFF CONTACT	6%

Maricopa County Customer Satisfaction Survey – 2011

- 119.** How satisfied or dissatisfied are you with the services provided by the **Office of Public Defense Services** for persons who cannot afford a lawyer?

38% OF RESPONDENTS EVALUATED THE OFFICE OF PUBLIC DEFENSE SERVICES

VERY SATISFIED	8%
SATISFIED	75%
DISSATISFIED	12%
VERY DISSATISFIED	5%

- 119a. In the last year, have you been in contact with the Maricopa County Public Defense Services: this includes the office of the Public Defender, the Legal Defender, the Legal Advocate, Juvenile Defender and Contract Counsel?

NO	97%
YES	3%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

- 119b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	57%
EMAIL/MAIL ONLY	4%
EMAIL/MAIL, VISIT	4%
PHONE ONLY	18%
PHONE, VISIT	11%
PHONE, EMAIL/MAIL	4%
PHONE, EMAIL/MAIL, WEB, VISIT	4%

- 119c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	21%
SATISFIED	43%
DISSATISFIED	18%
VERY DISSATISFIED	18%

- 119d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	18%
SATISFIED	50%
DISSATISFIED	14%
VERY DISSATISFIED	14%
NO STAFF CONTACT	4%

Maricopa County Customer Satisfaction Survey – 2011

120. How satisfied are you with the supervision of offenders provided by **probation officers**?

42% OF RESPONDENTS EVALUATED THE ADULT PROBATION DEPARTMENT

VERY SATISFIED	7%
SATISFIED	65%
DISSATISFIED	23%
VERY DISSATISFIED	6%

120a. Have you contacted, or have you been contacted by, the Maricopa County Adult Probation Department?

NO	96%
YES	4%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

120b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	53%
WEB ONLY	3%
PHONE ONLY	31%
PHONE, VISIT	6%
PHONE, EMAIL/MAIL	3%
PHONE, EMAIL/MAIL, VISIT	3%
PHONE, EMAIL/MAIL, WEB, VISIT	3%

120c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	28%
SATISFIED	47%
DISSATISFIED	22%
VERY DISSATISFIED	3%

120d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	36%
SATISFIED	42%
DISSATISFIED	17%
VERY DISSATISFIED	3%
DON'T KNOW/N.A.	3%

Maricopa County Customer Satisfaction Survey – 2011

21. How satisfied are you that the values of property and homes in the County are fairly **assessed** for taxing purposes?
88% OF RESPONDENTS EVALUATED THE COUNTY ASSESSOR'S OFFICE

VERY SATISFIED	5%
SATISFIED	49%
DISSATISFIED	31%
VERY DISSATISFIED	15%

- 121a. Have you called or visited the County Assessor's Office or visited their web site?

NO	86%
YES	14%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

- 121b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	9%
WEB ONLY	45%
EMAIL/MAIL ONLY	15%
EMAIL/MAIL, WEB	3%
PHONE ONLY	19%
PHONE, WEB	6%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, WEB	1%
PHONE, EMAIL/MAIL, WEB, VISIT	1%

- 121c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	21%
SATISFIED	52%
DISSATISFIED	20%
VERY DISSATISFIED	6%

- 121d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	15%
SATISFIED	26%
DISSATISFIED	6%
VERY DISSATISFIED	3%
NO STAFF CONTACT	32%
DON'T KNOW/N.A.	17%

Maricopa County Customer Satisfaction Survey – 2011

- 122.** How satisfied or dissatisfied are you with the services provided by the **County Recorder** in recording and maintaining public records?

61% OF RESPONDENTS EVALUATED THE RECORDER'S OFFICE

VERY SATISFIED	12%
SATISFIED	80%
DISSATISFIED	6%
VERY DISSATISFIED	1%

- 122a.** Have you called, visited or in any other way been in contact with the Office of County Recorder in the last year?

NO	89%
YES	11%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

- 122b.** How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	24%
WEB ONLY	39%
WEB, VISIT	1%
EMAIL/MAIL ONLY	8%
EMAIL/MAIL, WEB	2%
PHONE ONLY	15%
PHONE, VISIT	4%
PHONE, WEB	2%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, WEB	2%
PHONE, EMAIL/MAIL, WEB, VISIT	1%

- 122c.** How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	34%
SATISFIED	59%
DISSATISFIED	5%
VERY DISSATISFIED	3%

- 122d.** How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	27%
SATISFIED	30%
DISSATISFIED	4%
VERY DISSATISFIED	3%
NO STAFF CONTACT	28%
DON'T KNOW/N.A.	8%

Maricopa County Customer Satisfaction Survey – 2011

- 123.** How satisfied or dissatisfied are you with the maintenance of voter registration information and the conducting of elections in Maricopa County?

87% OF RESPONDENTS EVALUATED THE COUNTY ELECTIONS DEPARTMENT

VERY SATISFIED	20%
SATISFIED	71%
DISSATISFIED	6%
VERY DISSATISFIED	2%

- 123a. Have you called or visited the Elections Department or their web site in the last year?

NO	81%
YES	19%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

- 123b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	35%
WEB ONLY	18%
EMAIL/MAIL ONLY	30%
EMAIL/MAIL, VISIT	1%
EMAIL/MAIL, WEB	1%
PHONE ONLY	11%
PHONE, WEB	2%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, VISIT	1%
PHONE, EMAIL/MAIL, WEB	1%
PHONE, EMAIL/MAIL, WEB, VISIT	1%

- 123c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	51%
SATISFIED	43%
DISSATISFIED	4%
VERY DISSATISFIED	1%
DON'T KNOW/N.A.	1%

- 123d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	32%
SATISFIED	22%
DISSATISFIED	3%
VERY DISSATISFIED	1%
NO STAFF CONTACT	34%
DON'T KNOW/N.A.	7%

Maricopa County Customer Satisfaction Survey – 2011

124. And how satisfied or dissatisfied are you with the services provided by the County Treasurer?

47% OF RESPONDENTS EVALUATED MARICOPA COUNTY TREASURER

VERY SATISFIED	7%
SATISFIED	83%
DISSATISFIED	9%
VERY DISSATISFIED	1%

124a. Have you called or visited the Office of the County Treasurer or visited their website in the last year?

NO	96%
YES	4%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

124b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	5%
WEB ONLY	35%
EMAIL/MAIL ONLY	38%
PHONE ONLY	14%
PHONE, WEB	5%
PHONE, EMAIL/MAIL, WEB	3%

124c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	57%
SATISFIED	27%
DISSATISFIED	16%

124d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	19%
SATISFIED	14%
VERY DISSATISFIED	3%
NO STAFF CONTACT	54%
DON'T KNOW/N.A.	11%

Maricopa County Customer Satisfaction Survey – 2011

125. How satisfied or dissatisfied are you with the services provided by the County Superintendent of Schools?

54% OF RESPONDENTS EVALUATED THE COUNTY SUPERINTENDET OF SCHOOLS

VERY SATISFIED	7%
SATISFIED	63%
DISSATISFIED	23%
VERY DISSATISFIED	8%

125a. In the last year have you contacted the Office of the County Superintendent of Schools either electronically, by phone or in person?

NO	97%
YES	3%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

125b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	32%
WEB ONLY	3%
EMAIL/MAIL ONLY	23%
EMAIL/MAIL, WEB	3%
PHONE ONLY	29%
PHONE, VISIT	3%
PHONE, EMAIL/MAIL	3%
PHONE, EMAIL/MAIL, WEB, VISIT	3%

125c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	13%
SATISFIED	35%
DISSATISFIED	39%
VERY DISSATISFIED	13%

125d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	16%
SATISFIED	48%
DISSATISFIED	10%
VERY DISSATISFIED	10%
NO STAFF CONTACT	6%
DON'T KNOW/N.A.	10%

Maricopa County Customer Satisfaction Survey – 2011

126. And how satisfied are you with the services provided by the Office of the County **Medical Examiner** or Coroner?

30% OF RESPONDENTS EVALUATED THE MEDICAL EXAMINER'S OFFICE

VERY SATISFIED	10%
SATISFIED	84%
DISSATISFIED	4%
VERY DISSATISFIED	2%

126a. Have you been in contact with the Office of the Maricopa Medical Examiner (County Coroner)?

NO	97%
YES	3%

ONLY RESPONDENTS WHO HAD CONTACT WERE ASKED THE FOLLOWING QUESTIONS

126b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?

VISIT ONLY	31%
WEB ONLY	4%
EMAIL/MAIL ONLY	4%
PHONE ONLY	38%
PHONE, VISIT	4%
PHONE, WEB	4%
PHONE, EMAIL/MAIL	8%
PHONE, EMAIL/MAIL, WEB, VISIT	4%
DON'T KNOW/N.A.	4%

126c. How satisfied or dissatisfied were you with the service you received or the information you were able to get?

VERY SATISFIED	46%
SATISFIED	35%
DISSATISFIED	12%
VERY DISSATISFIED	4%
DON'T KNOW/N.A.	4%

126d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	54%
SATISFIED	31%
DISSATISFIED	4%
VERY DISSATISFIED	4%
DON'T KNOW/N.A.	8%

Maricopa County Customer Satisfaction Survey – 2011

201. AGE

18 to 29 years	5%
30 to 39 years	10%
40 to 49 years	19%
50 to 59 years	22%
60 to 59 years	22%
70 years +	20%
Refused	1%

202. GENDER

MALE	42%
FEMALE	58%

203. How many persons 17 or younger live in your household?

NONE or NONE IN HHLD	71%
ONE	9%
TWO	11%
THREE	6%
FOUR	2%
FIVE or MORE	1%
DON'T KNOW/N.A.	1%

204. How many persons age 18 to 59 live there?

NONE or NONE IN HHLD	35%
ONE	21%
TWO	33%
THREE	8%
FOUR	3%
FIVE or MORE	0%
DON'T KNOW/N.A.	0%

205. And how many persons 60 years old or older?

NONE or NONE IN HHLD	50%
ONE	28%
TWO	21%
THREE	0%
DON'T KNOW/N.A.	1%

206. What is your ethnic background? Would you say you are:

WHITE	76%
HISPANIC	13%
BLACK	4%
AMERICAN INDIAN	1%
ASIAN	2%
OTHER	1%
N.A.	2%

Maricopa County Customer Satisfaction Survey – 2011

206a. What kind of health insurance do you have? (Do you have employer sponsored insurance, private insurance, Medicare, AHCCCS or Medicaid, Veterans or Indian coverage, or something else?)

NO INSURANCE	6%
EMPLOYER SPONSORED	41%
PRIVATE	15%
MEDICARE	24%
AHCCCS;MEDICAIDE	8%
VETERANS;INDIAN	3%
OTHER	0%
N.A.	2%

207. How long have you lived in Maricopa County (the Phoenix area)?

1 Yr or Less	3%
2-5 Yrs	6%
6-10 Yrs	12%
12-15 Yrs	15%
16-20 Yrs	11%
21-25 Yrs	10%
26-30 Yrs	10%
31 Yrs +	33%
N.A.	1%

08. Geographic Area

Phoenix	29%
East Valley	42%
West Valley	29%

209. Which of the following best describes your household income in **2010** from all sources (before taxes)?

\$15,000 OR LESS	9%
\$15,001 TO \$30,000	10%
\$30,001 TO \$45,000	15%
\$45,001 TO \$60,000	12%
\$60,001 TO \$75,000	9%
\$75,001 TO \$90,000	9%
\$90,001 TO \$105,000	7%
MORE THAN \$105,000	13%
REFUSED	16%

OVERVIEW:

The Maricopa County Customer Satisfaction Survey is conducted annually by the Maricopa County Office of Research and Reporting. It is a general population survey conducted to assess the public's opinion of county government and its satisfaction with services provided.

Approximately 1000 interviews are conducted each year via telephone with randomly selected respondents within randomly selected households in Maricopa County. The households are selected using the random digit dialing method which allows each household in the county an equal chance of becoming a part of the survey sample. Respondents are randomly selected from the adults living in the households on the basis of which adult in the household will have the next birthday.

The questionnaire assesses the respondent's opinions in regard to different levels of government and satisfaction with each county agency. These questions are followed by ascertaining whether or not the respondent has had any type of contact with that program within the last year. In each case where the respondent has had some contact with the program, a series of questions is asked to determine the type of contact and satisfaction with various aspects of the interaction.

Because of the scientific methodologies used in conducting the survey, the percentages reported generally can be viewed as percentages of the adult population within Maricopa County with a margin of error of plus or minus 3.2 percent.

The highlights of the survey are presented in a graphic overview.